



Texas State Parks | Online Reservations

Web Reservations Step By Step



Make reservations online

Objectives

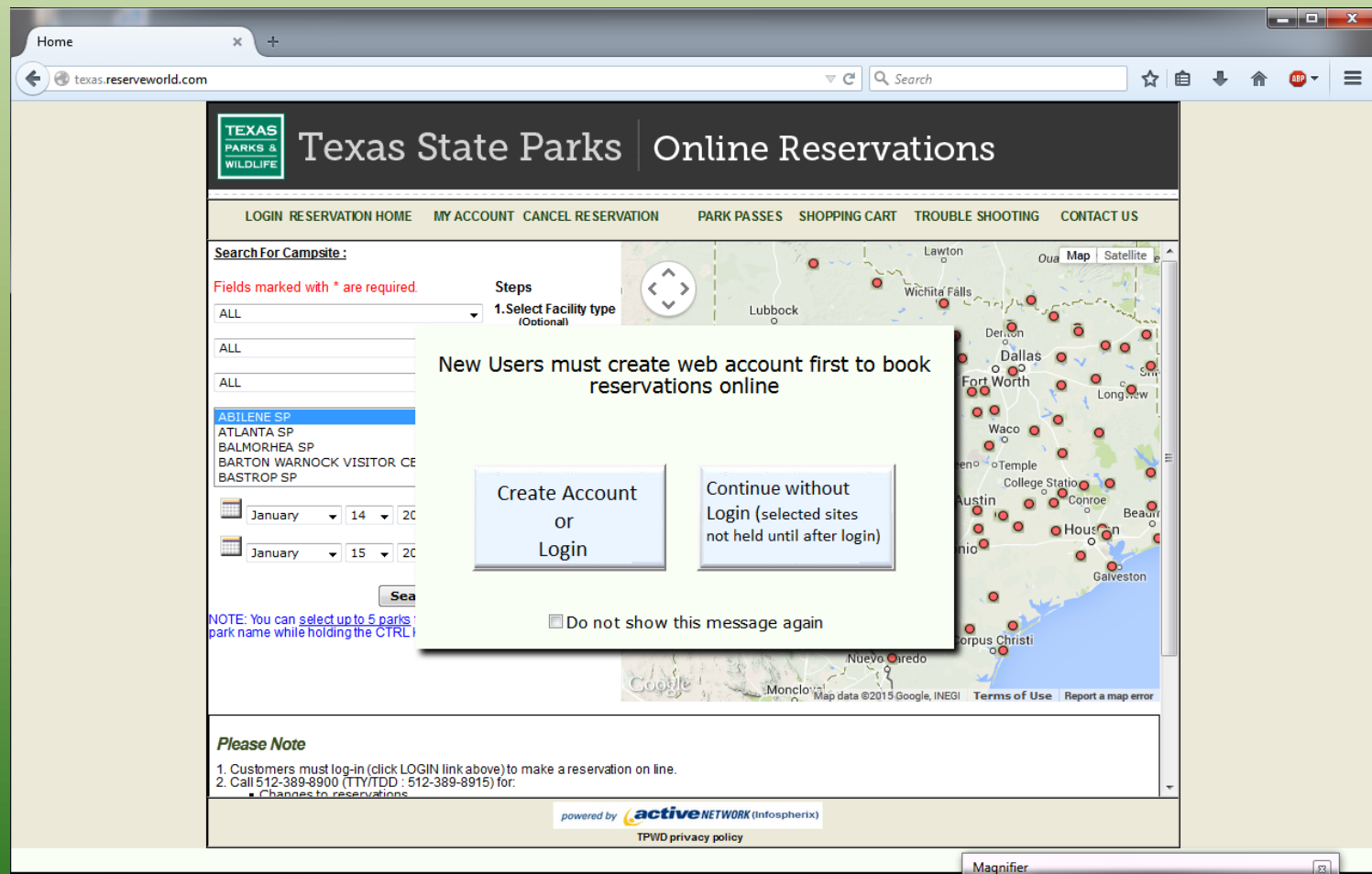
- Walking through a making a reservation online
- Helpful tips regarding items on the website

The TPWD Customer Service Center hopes that this tutorial will help the process of making a reservation on our site much easier. Even if you are familiar with making a reservation on our site, please review all the information in this tutorial to get the most out of our site.

If you have any further questions, please contact us at 512-389-8900, option 1, option 4 for Customer Service. Thank you.

Homepage:

<http://texas.reserveworld.com>



Please Note...

The lower portion of the home page indicates that you have to call for cabin, or group facilities, and to change reservations.

Home x Balmorhea State Park — Te... x +

https://texas.reserveworld.com/Home.aspx Search

TEXAS PARKS & WILDLIFE Texas State Parks Online Reservations

LOGIN RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

January 14 2015 5. Arrival Date*
January 15 2015 6. Departure Date*
Search

NOTE: You can select up to 5 parks from the list above by clicking on park name while holding the CTRL key or select a park on the map.

Please Note

1. Customers must log-in (click LOGIN link above) to make a reservation on line.
2. Call 512-389-8900 (TTY/TDD : 512-389-8915) for:
 - Changes to reservations
 - Group Facility, Cabin and Hotel Room reservations
 - Disability related accommodations or other special needs

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MasterCard VISA DISCOVER

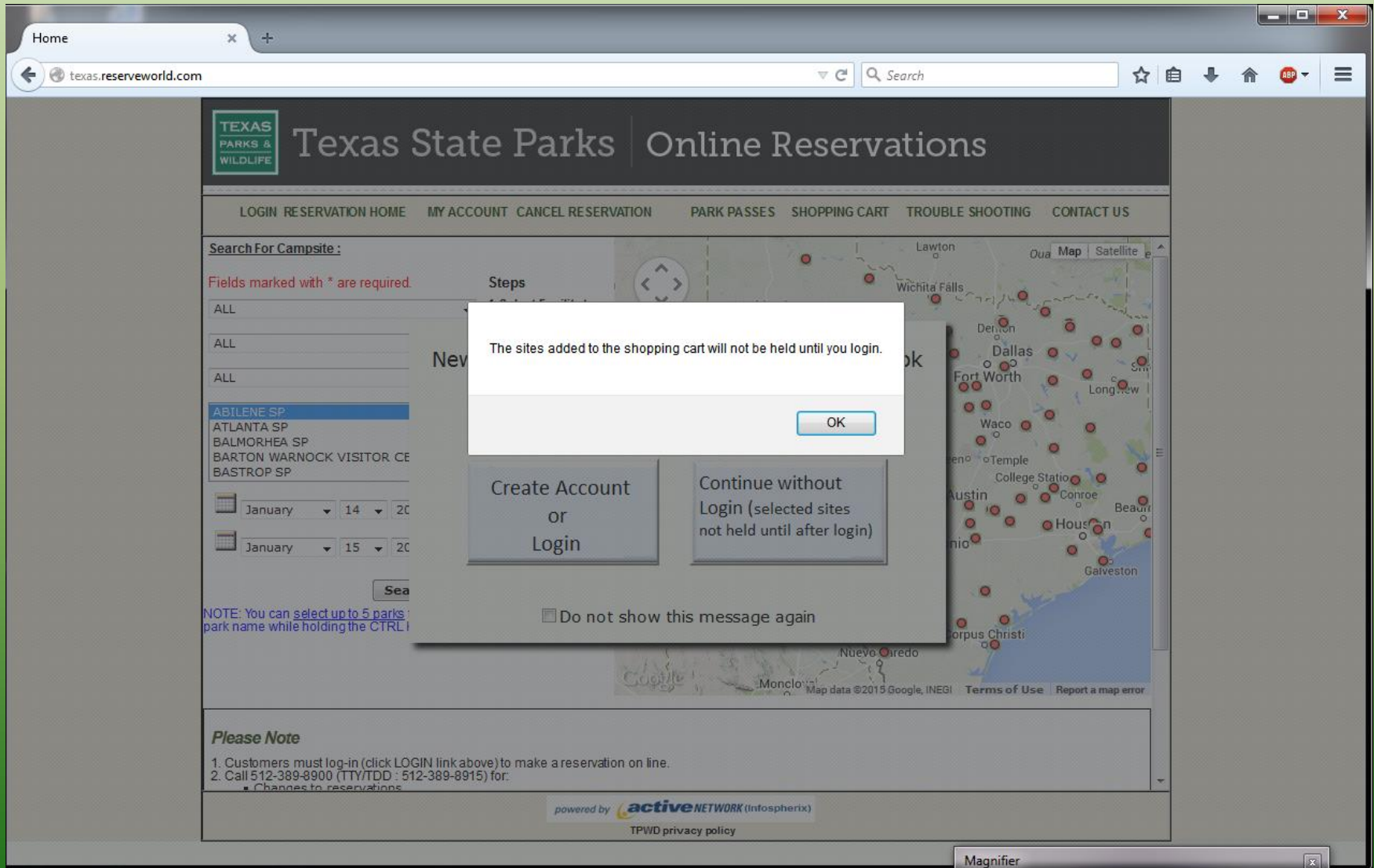
Texas State Parks Mission

We will work with the people of Texas to provide a state park system which preserves and manages Texas's natural, scenic and cultural resources for present and future generations while providing appropriate recreational and educational opportunities.

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Continue without login

Allows you to check for availability, but you will need to log in before sites are added to a shopping cart.



Screen after login

If you have properly logged in, you should see a “Log Off” link in the upper left. If you do not see this, please refer to the troubleshooting page.

The screenshot shows the Texas State Parks Online Reservations website. The browser address bar displays `texas.reserveworld.com/Home.aspx`. The page header includes the Texas Parks & Wildlife logo and the title "Texas State Parks Online Reservations". A navigation bar contains links: LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US. The "LOG OFF" link is circled in red. Below the navigation bar, the "Search For Campsite:" section includes a note: "Fields marked with * are required." and a list of steps: 1. Select Facility type (Optional), 2. Select Region (Optional), 3. Select Activity (Optional), 4. Select Park(s) from drop down list or map*, 5. Arrival Date*, and 6. Departure Date*. The search criteria are set to ALL for facility type, region, and activity. The park list includes ABILENE SP, ATLANTA SP, BALMORHEA SP, BARTON WARNOCK VISITOR CENTER, and BASTROP SP. The arrival date is January 16, 2015, and the departure date is January 17, 2015. A "Search" button is present. A map of Texas shows various campsite locations marked with red dots. A note at the bottom states: "NOTE: You can select up to 5 parks from the list above by clicking on park name while holding the CTRL key or select a park on the map." The footer includes the text "powered by activeNETWORK (Infospherix)" and "TPWD privacy policy".

Home

texas.reserveworld.com/Home.aspx

Search

TEXAS PARKS & WILDLIFE

Texas State Parks Online Reservations

LOG OFF RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Search For Campsite:

Fields marked with * are required.

ALL

ALL

ALL

ABILENE SP

ATLANTA SP

BALMORHEA SP

BARTON WARNOCK VISITOR CENTER

BASTROP SP

January 16 2015

January 17 2015

Search

NOTE: You can select up to 5 parks from the list above by clicking on park name while holding the CTRL key or select a park on the map.

Steps

1. Select Facility type (Optional)
2. Select Region (Optional)
3. Select Activity (Optional)
4. Select Park(s) from drop down list or map*
5. Arrival Date*
6. Departure Date*

Map

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Checking Availability

Map has clickable destinations

File Edit View History Bookmarks Tools Help

Home x +

Search

TEXAS PARKS & WILDLIFE

Texas State Parks | Online Reservations

LOG OFF RESERVATION HOME MYACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Search For Campsite:

Fields marked with * are required.

ALL

ALL

ALL

ABILENE SP
ATLANTA SP
BALMORHEA SP
BARTON WARNOCK VISITOR CENTER
BASTROP SP

September 11 2015

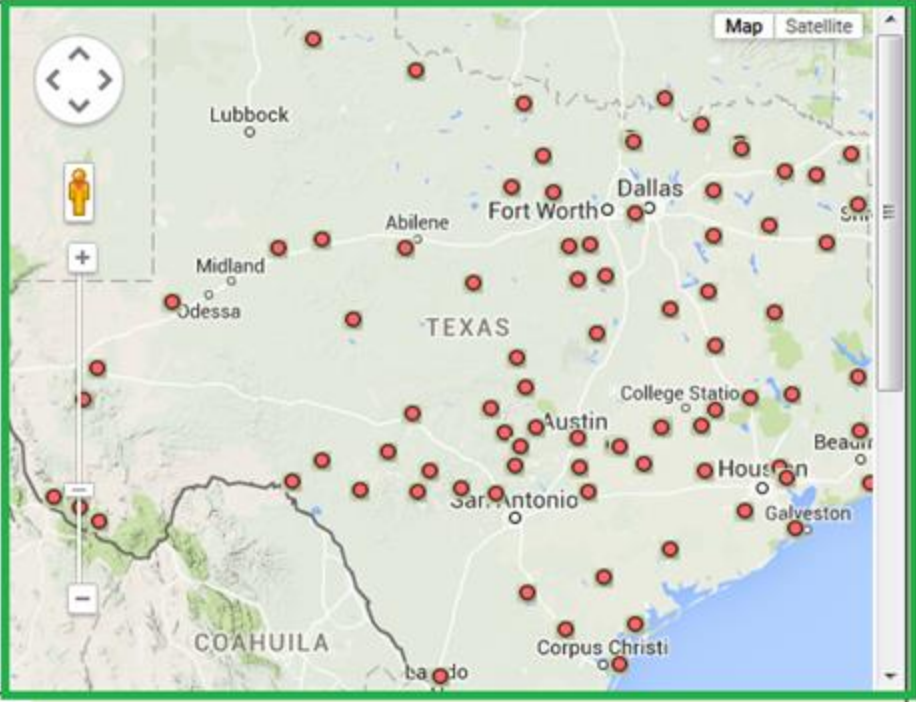
September 12 2015

Search

Steps

1. Select Facility type (Optional)
2. Select Region (Optional)
3. Select Activity (Optional)
4. Select Park(s) from drop down list or map*
5. Arrival Date*
6. Departure Date*

NOTE: You can select up to 5 parks from the list above by clicking on park name while holding the CTRL key or select a park on the map.



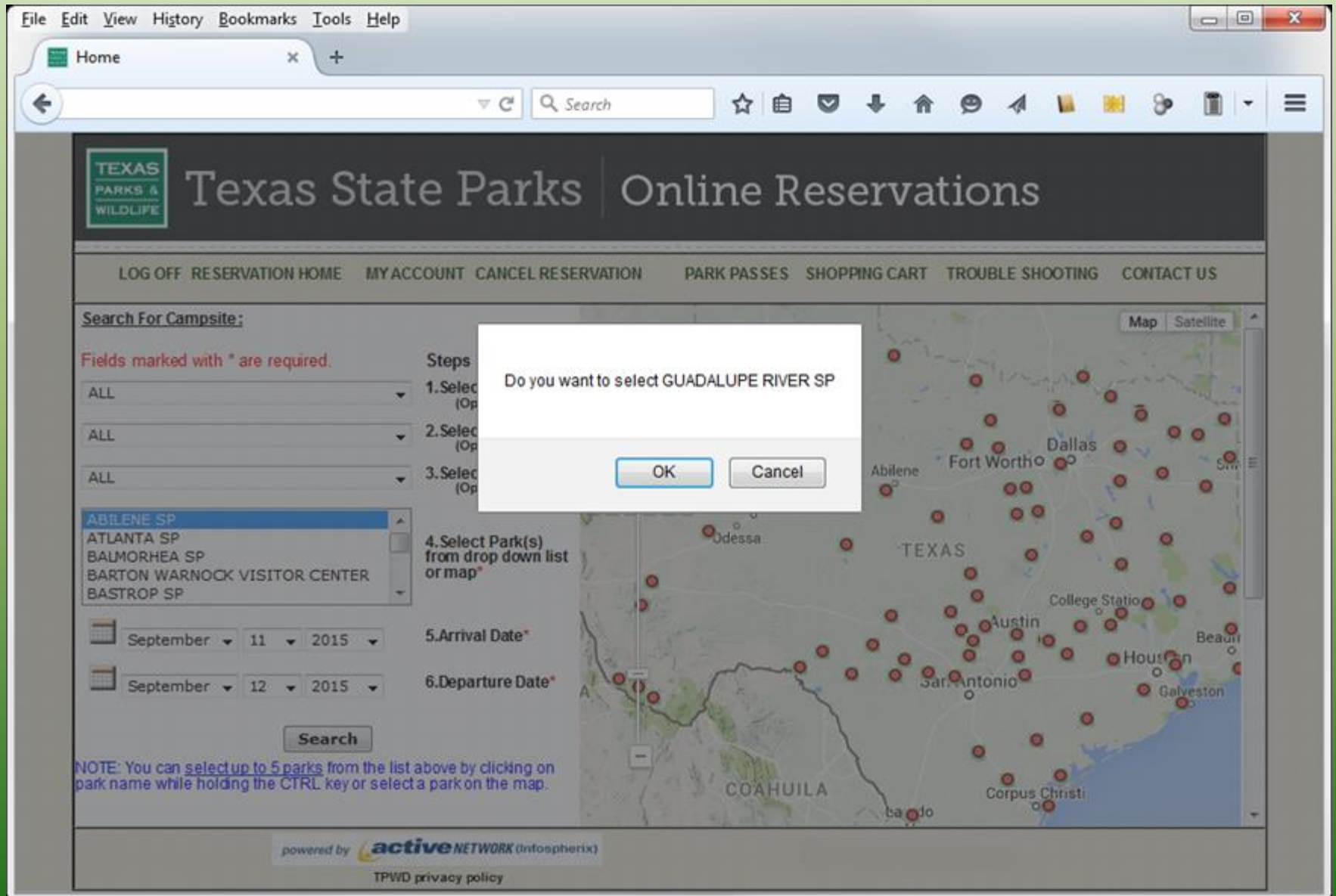
The map displays the state of Texas with numerous red circular markers indicating the locations of state parks. Major cities such as Lubbock, Abilene, Fort Worth, Dallas, Midland, Odessa, Austin, San Antonio, College Station, Houston, Galveston, Corpus Christi, and El Paso are labeled. The map includes a compass rose, a person icon, and zoom controls. A green border highlights the map area.

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Availability – Selecting park on map

Popup to confirm park selection



Availability – Date selection and search

- Enter in Arrival Date, Departure Date, click Search
- **Note:** You may need to check for a scroll bar and scroll down depending on size of browser window to view results
- Important Park Alerts will display above results

File Edit View History Bookmarks Tools Help

Home x +

Search

TEXAS PARKS & WILDLIFE

Texas State Parks Online Reservations

LOG OFF RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

GOOSE ISLAND SP
GOVERNMENT CANYON SNA
GUADALUPE RIVER SP

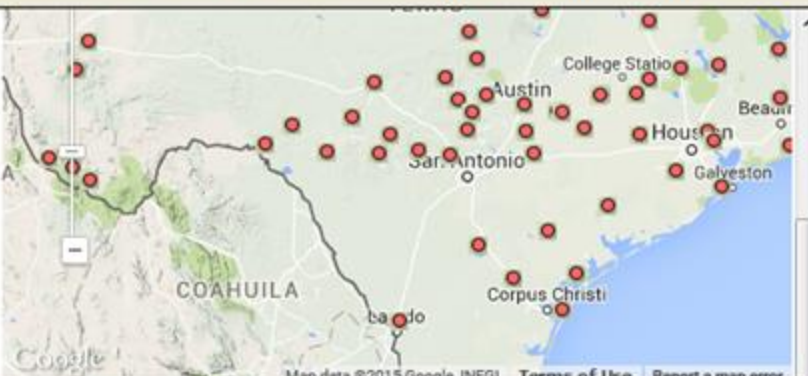
from drop down list or map*

October 11 2015 5. Arrival Date*

October 18 2015 6. Departure Date*

Search

NOTE: You can select up to 5 parks from the list above by clicking on park name while holding the CTRL key or select a park on the map.



Map data ©2015 Google, INEGI Terms of Use Report a map error

Park Alerts:
GUADALUPE RIVER SP:

- 8/13/13 - All water in the park is currently off Monday through Thursday. Restrooms, showers and all potable water sources are currently closed during this time due to the drought related water shortage. Weekday camping is only available in the Turkey Sink, water and electric, campground and portable toilets are available to park visitors. Full water service will be available for weekend camping (Friday through Sunday) in the Turkey Sink (water and electric) campground and Cedar Sage (water only) campground. Wagon Ford (Primitive Walk In) campground will remain closed and the day use area restroom will remain out of service, however portable toilets area available to park.

Park Name	Facility Type	Camp Name	Calendar Search	Available Sites	Reserve
GUADALUPE RIVER SP	Amphitheatre	GUADALUPE RIVER AMPHITHEATRE		Call	Call

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Availability - Search Results - Calendar

Scroll down screen to view search results. If “Available Sites” column displays 0 sites available, you can click on “Calendar Search” to view a popup window which will display a 2 week window of site availability so you can change dates on a new search. Otherwise, click “Select” to view Search Criteria screen.

The screenshot shows the Texas State Parks Online Reservations website. The header includes the Texas Parks & Wildlife logo and the title "Texas State Parks Online Reservations". Navigation links include LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US.

Search filters include arrival and departure dates (October 11-18, 2015) and a "Search" button. A map of Texas shows the location of Guadalupe River State Park. A note states: "NOTE: You can select up to 5 parks from the list above by clicking on park name while holding the CTRL key or select a park on the map."

Park Alerts:
GUADALUPE RIVER SP:
8/13/13 - All water in the park is currently off Monday through Thursday. Restrooms, showers and all potable water sources are currently closed during this time due to the drought related water shortage. Weekday camping is only available in the Turkey Sink, water and electric, campground and portable toilets are available to park visitors. Full water service will be available for weekend camping (Friday through Sunday) in the Turkey Sink (water and electric) campground and Cedar Sage (water only) campground. Wagon Ford (Primitive Walk In) campground will remain closed and the day use area restroom will remain out of service, however portable toilets area available to park

Park Name	Facility Type	Camp Name	Calendar Search	Available Sites	Reserve
GUADALUPE RIVER SP	Amphitheatre	GUADALUPE RIVER AMPHITHEATRE		Call	Call
	Campsite	GUADALUPE RIVER CAMPSITES		89	Select
	Water Only Group Camp	GUADALUPE RIVER PRIMITIVE GROUP CAMP-BAUER UNIT		Call	Call

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Availability - Calendar Search window

Sample display of Calendar Search window

Calendar Search - Mozilla Firefox

<< Prev 14 Days Next 14 Days >>

Select an arrival date to continue.

Site Type	Pet	Electric	Water	Sewer	10/11	10/12	10/13	10/14	10/15	10/16	10/17	10/18	10/19	10/20	10/21	10/22	10/23	10/24
ELECTRIC & WATER CAMPSITE	Yes	Yes	Yes	No	46	46	46	46	46	46	46	46	46	46	46	46	46	46
OVERFLOW SITE	Yes	No	No	No	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRIMITIVE WALK IN	Yes	No	Yes	No	8	8	8	8	8	8	8	8	8	8	8	8	8	8
SEWER,ELECT&WATER HOST	Yes	Yes	Yes	No	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WATER ONLY CAMPSITE	Yes	No	Yes	No	35	35	35	35	35	35	35	35	35	35	35	35	35	35

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Availability - Search Criteria and Alerts/Information

- Screen to select equipment type and number of people per site.
- Clicking on “More Info/Maps” will take you to the web page of the park you are currently checking availability for.
- Click “Check Availability” to see results of criteria search.

The screenshot shows a web browser window with the Texas State Parks Online Reservations page. The page has a header with the Texas Parks & Wildlife logo and the title "Texas State Parks | Online Reservations". Below the header is a navigation bar with links: LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US. The main content area is titled "Search Criteria" and contains the following fields:

- Selected Park: GUADALUPE RIVER SP [More Info / Maps](#)
- Selected Facility Type: Campsite
- Select Campground: GUADALUPE RIVER CAMPSITES
- Arrival Date: October 11, 2015
- Departure Date: October 18, 2015
- Equipment/Lodge Type: 1 Tent
- Number of People Per Site: - Please Select -

Below the search criteria is a table with two columns: Topic and Conditions.

Topic	Conditions
DIRECTIONS	From San Antonio: Take Hwy 281 north 20 miles to Hwy 46. Then west 7 miles to Park Rd 31. Right on Park Rd 31, 3 miles to the Park. From Austin: IH 35 south to New Braunfels. Exit on Hwy 46 West to Boerne. This is also Loop 337. On E side, turn right on Hwy 46 West 8 or 27 miles. Turn right on Park Road 31, go 3 miles to the Park.

At the bottom of the search criteria section is a button labeled "Check Availability (Next)". The footer of the page includes the text "powered by active NETWORK (infospherix)" and "TPVID privacy policy".

****Important Note** Site descriptions/policies**

Depending on your browser window size, you may need to scroll down to view alerts and information on the park and site types, contact information, and late arrival instructions. When you have completed making the reservation, all pertinent information will be in the email confirmation.

Be sure to review the email confirmation for any possible policy changes.

The screenshot shows a web browser window with the Texas State Parks Online Reservations page. The browser's address bar shows a search criteria page. The website header includes the Texas Parks & Wildlife logo and the title "Texas State Parks | Online Reservations". A navigation bar contains links: LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US.

The main content area is titled "Search Criteria" and contains the following information:

- Selected Park: GUADALUPE RIVER SP [More Info / Maps](#)
- Selected Facility Type: Campsite
- Select Campground: GUADALUPE RIVER CAMPSITES
- Arrival Date: October 11, 2015
- Departure Date: October 18, 2015
- Equipment/Lodge Type: 1 Tent
- Number of People Per Site: - Please Select -

Below the search criteria is a table with two columns: "Topic" and "Conditions". The first row is titled "DIRECTIONS" and contains the following text:

From San Antonio: Take Hwy 281 north 20 miles to Hwy 46. Then west 7 miles to Park Rd 31. Right on Park Rd 31 3 miles to the Park. From Austin: IH 35 south to New Braunfels. Exit on Hwy 46 West to Boerne. This is also Loop 337. 2.5 miles, turn right on Hwy 46 West 8.5 miles. Turn right on Park Road 31, go 3 miles to the Park.

A red circle highlights a vertical scrollbar on the right side of the "Conditions" column, indicating that the content is scrollable. At the bottom of the page, there is a "Check Availability (Next)" button and a footer that reads "powered by active NETWORK (infospherix)" and "TPWD privacy policy".

Availability – Site type search results

- Site name, rate, camping area that sites are located, number of sites listed here.
- Use drop down menu at left to select number of sites to add to shopping cart. ****5 SITE MAX PER SHOPPING CART****
- To review site descriptions on the previous page, click “Change Search”.
- **Note: Linkable areas under the “Loop Name” column are not functional. Please refer to the State Park Facility Maps on the respective park page.**

The screenshot shows a web browser window with the Texas State Parks Online Reservations page. The page header includes the Texas Parks & Wildlife logo and navigation links: LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US. The main content area displays search results for 'GUADALUPE RIVER SP' and 'GUADALUPE RIVER CAMPSITES'. A summary box shows the arrival date (10/11/2015), property type (Campsite), equipment (1 Tent), departure date (10/18/2015), and number of people (3). Below this, a red prompt asks the user to select the number of sites to hold. A table lists three site types: WATER ONLY CAMPSITE, ELECTRIC & WATER CAMPSITE, and PRIMITIVE WALK IN. Each row includes details on daily rate, equipment, loop name (with linkable text), sites available, and amenities (Pet, Electric, Water, Sewer). A dropdown menu for the number of sites to hold is provided for each site type. An 'Add Sites To Cart' button is located below the table. The footer mentions the site is powered by active NETWORK (Infospherix) and includes a link to the TPWD privacy policy.

GUADALUPE RIVER SP GUADALUPE RIVER CAMPSITES									
Arrival Date	Property Type	Equipment	Departure date	# People					
10/11/2015	Campsite	1 Tent	10/18/2015	3					
Change Search									
Please select the number of Sites to hold to proceed									
Site Name	Daily Rate	Equipment	Loop Name	Sites Available	Pet	Electric	Water	Sewer	# of Sites To Hold
WATER ONLY CAMPSITE	\$20.00	1 Tent	CEDAR SAGE	35	Yes	NO	Yes	NO	0 ▼
ELECTRIC & WATER CAMPSITE	\$20.00	1 Tent	TURKEY SINK	46	Yes	Yes	Yes	NO	0 ▼
PRIMITIVE WALK IN	\$20.00	1 Tent	WAGON FORD	8	Yes	NO	Yes	NO	0 ▼
Add Sites To Cart									

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Shopping Cart view

- Itemized detail of each item in shopping cart with subtotal for each site.
- It is not required to add a name for “Primary Occupant” to proceed.
- Scroll down for options to Clear Shopping Cart, Checkout, or Add More Sites.

The screenshot shows a web browser window with the title "Shopping Cart Display". The page header includes the Texas State Parks & Wildlife logo and the text "Texas State Parks | Online Reservations". A navigation bar contains links: LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US. Below the navigation bar, a welcome message "Welcome S P" is displayed. The main content area is titled "Shopping Cart Contents" and features a table with two items. Each item row includes reservation details, a reservation total (Subtotal: \$140.00, Taxes: \$0.00, TOTAL: \$140.00), primary occupant fields (First Name, Last Name), and a Delete button. The footer includes a Trustwave TrustedCommerce logo and a note "powered by activeNETWORK (Infospherix) TPWD privacy policy".

#	Reservation Details	Reservation Total	Primary Occupant	Delete
1	Park : GUADALUPE RIVER SP Camp Area : GUADALUPE RIVER STATE PARK-CAMP AREA Campground : GUADALUPE RIVER CAMPSITES Equipment : 1 Tent Arrival Date : 10/11/2015 #Nights : 7 Site Name : ELECTRIC & WATER CAMPSITE # Person(s) : 3 Rate : \$20.00 Click here for Rate Details	Subtotal: \$140.00 Taxes: \$0.00 TOTAL: \$140.00	First Name: Last Name:	Delete
2	Park : GUADALUPE RIVER SP Camp Area : GUADALUPE RIVER STATE PARK-CAMP AREA Campground : GUADALUPE RIVER CAMPSITES Equipment : 1 Tent Arrival Date : 10/11/2015 #Nights : 7	Subtotal: \$140.00 Taxes: \$0.00 TOTAL: \$140.00	First Name: Last Name:	Delete

Shopping Cart – Navigation buttons

Options to Delete selected site, Clear Shopping Cart, Checkout, or Add More Sites.

The screenshot shows a web browser window with the title "Shopping Cart Display". The page header features the "TEXAS PARKS & WILDLIFE" logo and the text "Texas State Parks | Online Reservations". A navigation bar contains links: LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US. Below the navigation bar, a welcome message "Welcome S P" is displayed. The main content area shows a shopping cart item with the following details:

3	Rate : \$20.00 Click here for Rate Details		
	Park : GUADALUPE RIVER SP	Subtotal: \$140.00	First Name:
	Camp Area : GUADALUPE RIVER STATE PARK-CAMP AREA	Taxes: \$0.00	Last Name:
	Campground : GUADALUPE RIVER CAMPSITES	TOTAL: \$140.00	<input type="button" value="Delete"/>
	Equipment : 1 Tent		
	Arrival Date : 10/11/2015		
	#Nights : 7		
	Site Name : PRIMITIVE WALK IN		
	# Person(s) : 3		
	Rate : \$20.00 Click here for Rate Details		

Below the cart item, there are three buttons: "CLEAR SHOPPING CART", "CHECKOUT", and "ADD MORE SITES". At the bottom of the page, there is a "Trustwave TrustedCommerce" logo with the text "Click to Validate" and a footer that says "powered by active NETWORK (infospherix)" and "TPWD privacy policy".

Checkout - Payment Info

Upper portion of page. Scroll down to see Charges Summary and Billing Information.

The screenshot shows a web browser window with the Texas State Parks Online Reservations checkout page. The browser's address bar shows the URL, and the page title is "Payment Information". The page features the Texas State Parks logo and a navigation menu with links like "LOG OFF", "RESERVATION HOME", "MY ACCOUNT", "CANCEL RESERVATION", "PARK PASSES", "SHOPPING CART", "TROUBLE SHOOTING", and "CONTACT US". A welcome message "Welcome S P" is displayed. The main content area is titled "Payment Information" and contains a table with two reservation entries. Each entry lists reservation details such as Park, Campground, Equipment, Arrival Date, #Nights, Site Name, # Person(s), and Occupant, along with a Reservation Total showing Subtotal, Taxes, and TOTAL. A Trustwave TrustedCommerce logo is visible at the bottom of the table, and the page is powered by activeNETWORK (infospherix). A link to the TPWD privacy policy is at the very bottom.

File Edit View History Bookmarks Tools Help

Payment Information x +

Search

TEXAS PARKS & WILDLIFE

Texas State Parks | Online Reservations

LOG OFF RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Welcome S P

Payment Information

#	Reservation Details	Reservation Total
1	<p>Park : GUADALUPE RIVER SP Campground : GUADALUPE RIVER CAMPSITES Equipment : 1 Tent Arrival Date : 10/11/2015 #Nights : 7 Site Name : ELECTRIC & WATER CAMPSITE # Person(s) : 3 Occupant : Rate : \$20.00 Click here for Rate Details</p>	<p>Subtotal : \$140.00 Taxes : \$0.00 TOTAL : \$140.00</p>
2	<p>Park : GUADALUPE RIVER SP Campground : GUADALUPE RIVER CAMPSITES Equipment : 1 Tent Arrival Date : 10/11/2015 #Nights : 7 Site Name : PRIMITIVE WALK N # Person(s) : 3</p>	<p>Subtotal : \$140.00 Taxes : \$0.00 TOTAL : \$140.00</p>

Trustwave TrustedCommerce Click to Validate

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Checkout – Charges Summary, Billing Information

- Shopping Cart Subtotal and Amount to be charged (first night's fee for each site in cart) displayed here.
- Billing information (if different from what is on the user's profile) can be modified here.
- Scroll down further to enter credit card information.

The screenshot shows a web browser window with the Texas State Parks Online Reservations page. The browser's address bar shows a search bar and navigation icons. The page has a green header with the Texas State Parks logo and the text "Online Reservations". Below the header is a navigation bar with links: LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US. The main content area displays a "Charges Summary" section with a green header. Below this header, the "Subtotal" is \$420.00 and "Taxes" are \$0.00. The "Reservation Total" is \$420.00. The "Amount To Be Charged (Minimum Due)" is \$60.00. Below this is a "Credit Card Account Holder's Billing Address" section with a green header. The form fields show: Name: S P, Address: 4200 SMITH SCHOOL RD, City: AUSTIN, and Country: UNITED STATES. At the bottom of the page, there is a Trustwave TrustedCommerce logo with a "Click to Validate" button, and a footer with "powered by active NETWORK (Infospherix)" and a "TPWD privacy policy" link.

Payment Information

File Edit View History Bookmarks Tools Help

Search

TEXAS PARKS & WILDLIFE

Texas State Parks | Online Reservations

LOG OFF RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Welcome S P

Charges Summary

Subtotal: \$420.00
Taxes: \$0.00

Reservation Total: \$420.00

Amount To Be Charged (Minimum Due): \$60.00

Credit Card Account Holder's Billing Address

Name: S P
Address: 4200 SMITH SCHOOL RD
City: AUSTIN
Country: UNITED STATES

Trustwave TrustedCommerce Click to Validate

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TPWD privacy policy

Payment Info/Checkout

Enter Credit Card # Info. The system will run an address verification and take you to the “Complete Reservation” screen.

The screenshot shows a web browser window with the title "Payment Information". The browser's address bar is empty, and the search bar contains the text "Search". The page header features the Texas State Parks logo and the text "Texas State Parks | Online Reservations". Below the header is a navigation bar with links: LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US. The main content area displays a welcome message "Welcome S P" followed by a form for address verification. The address fields are: Address: 4200 SMITH SCHOOL RD, City: AUSTIN, Country: UNITED STATES, State: TEXAS, and Zip/Postal Code: 78744. Below the address fields is a section titled "Payment Method" with a green header. This section contains a "Card Type" dropdown menu set to "Please Select", a "Credit Card #" field, and an "Expiration Date" field set to "09 / 2015" with a "CVV" field next to it. At the bottom of the form are two buttons: "<< PREVIOUS (Shopping Cart)" and "NEXT >>". Below the buttons is a Trustwave TrustedCommerce logo with the text "Click to Validate". The footer of the page includes the text "powered by active NETWORK (Infospherix)" and a link to the "TPWD privacy policy".

File Edit View History Bookmarks Tools Help

Payment Information x +

Search

TEXAS PARKS & WILDLIFE

Texas State Parks | Online Reservations

LOG OFF RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Welcome S P

Address: 4200 SMITH SCHOOL RD

City: AUSTIN

Country: UNITED STATES

State: TEXAS

Zip/Postal Code: 78744

Payment Method

Card Type: Please Select

Credit Card #:

Expiration Date: 09 / 2015 CVV

<< PREVIOUS (Shopping Cart) NEXT >>

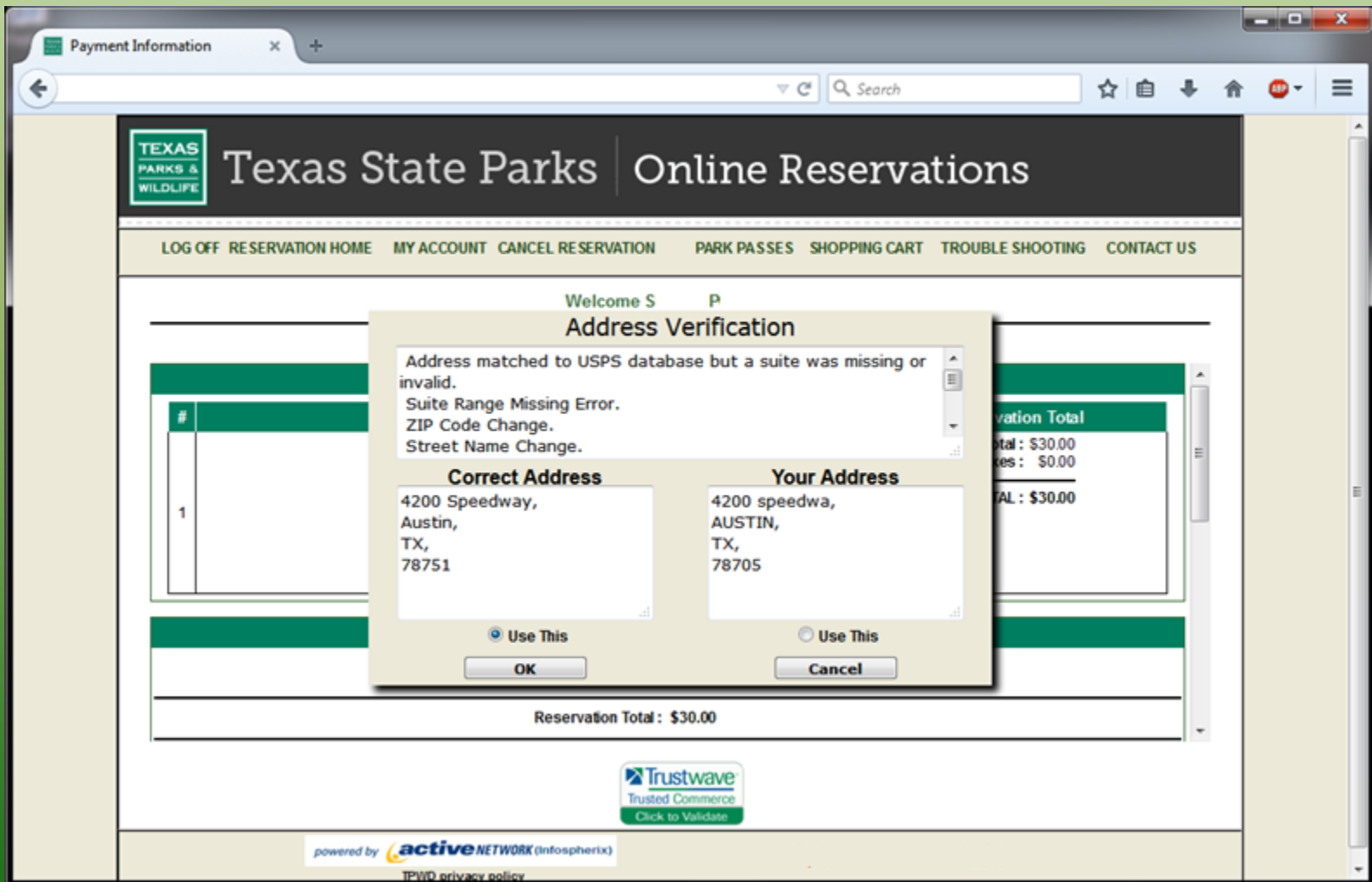
Trustwave TrustedCommerce Click to Validate

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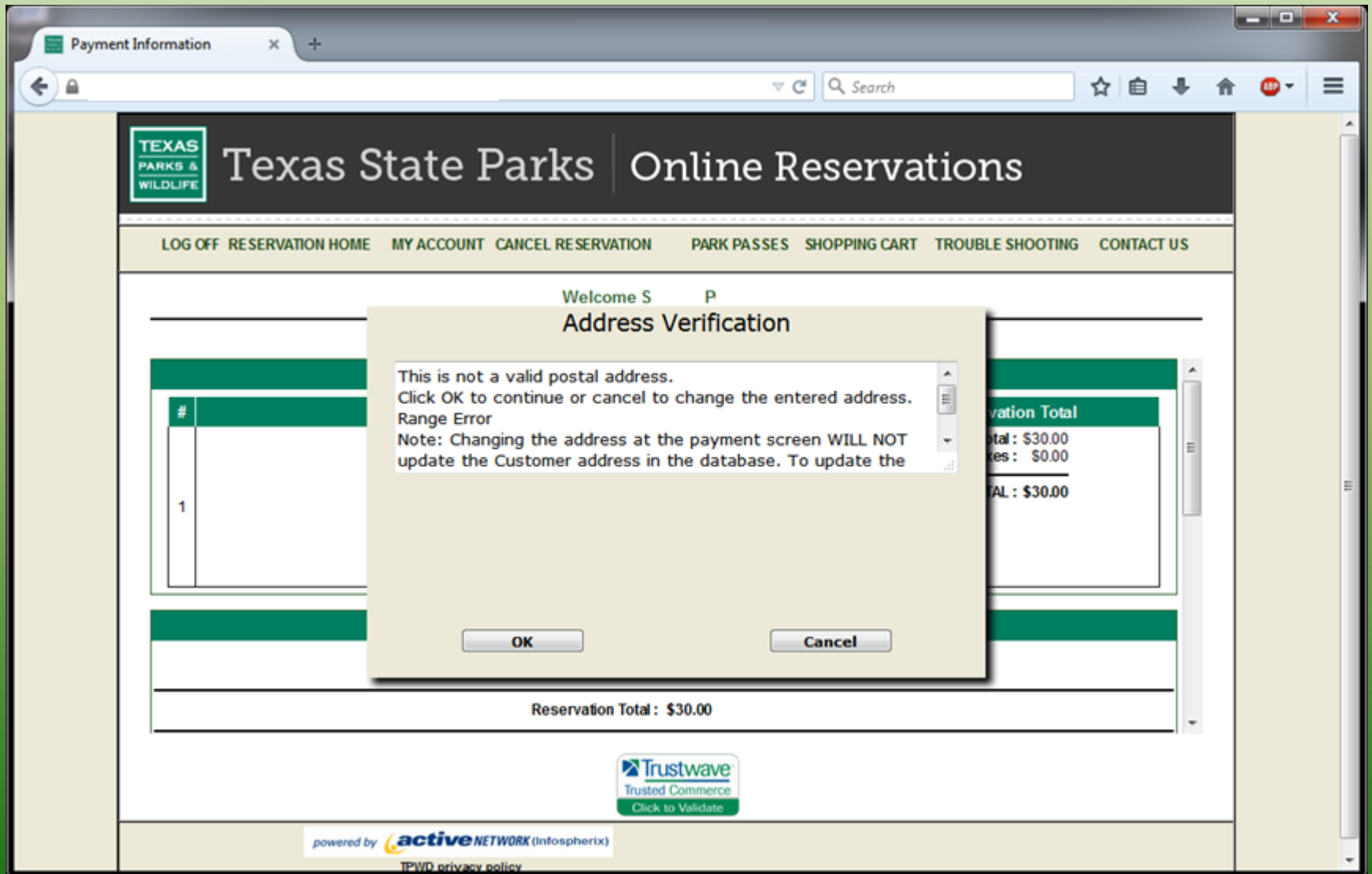
Address Verification

- You may encounter a message that the address as entered in the account does not properly match entries in our address verification service.
- Examples include: incorrect street name, incorrect range, incorrect zip code, or missing apt. or suite number.
- Solution: You can use either the suggested “Correct” address or “Your Address” as entered in the account.
- This message isn’t to affect credit card processing.



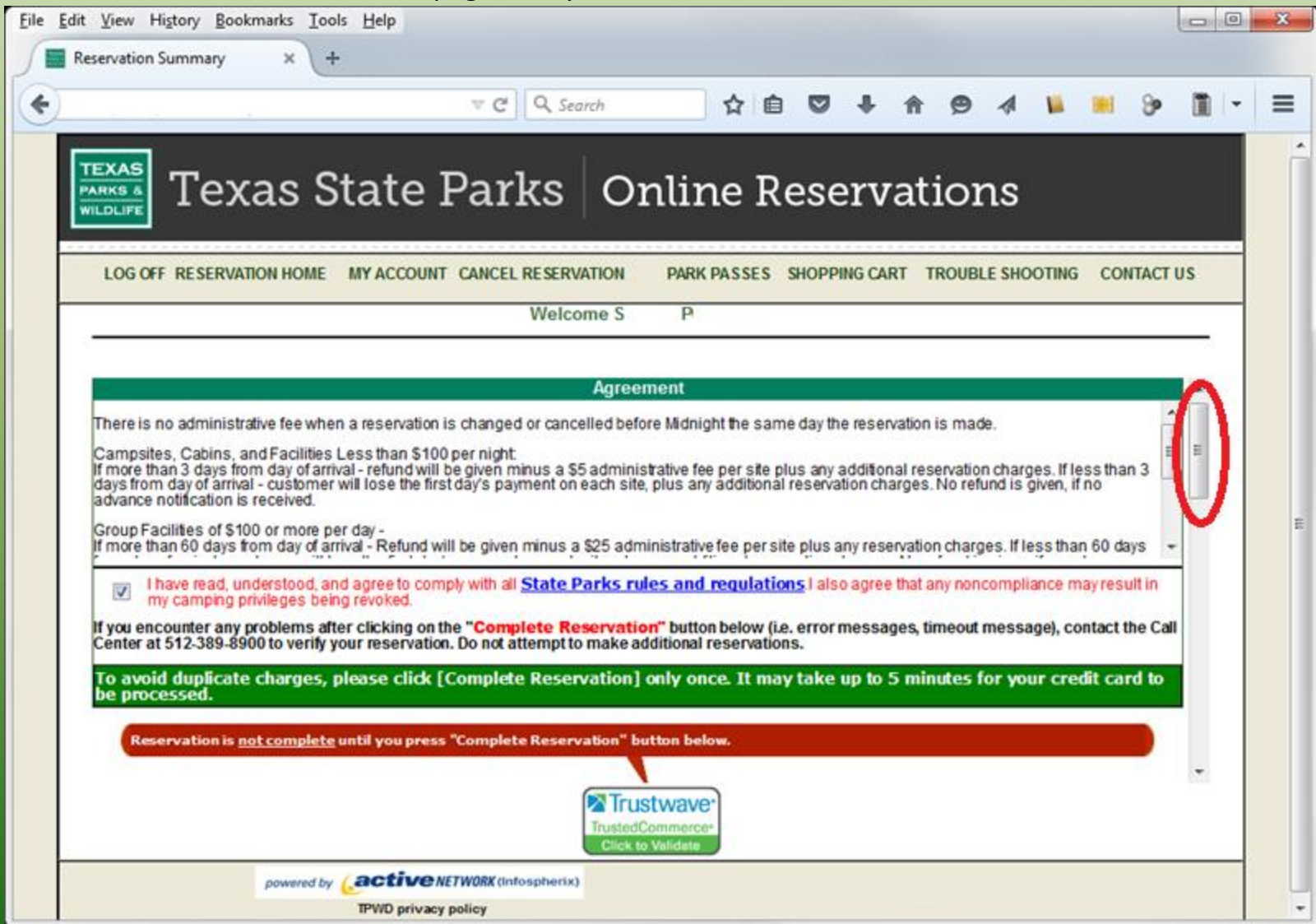
Address Verification

Example of message indicating an incorrect address



Complete Reservation – Button not visible

- Once the address verification is complete, the “Complete Reservation” page loads.
- Depending on the size of your browser window, you may not be able to see the “Complete Reservation” button.
- You will need to scroll down the page until you see the button.



Complete Reservation

“Complete Reservation” visible...

The screenshot shows a web browser window with the title 'Reservation Summary'. The page header features the 'TEXAS PARKS & WILDLIFE' logo and the text 'Texas State Parks | Online Reservations'. A navigation bar includes links: LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US. Below the navigation bar, a 'Welcome S P' message is displayed. The main content area contains a paragraph about advance notification, a section for Group Facilities (\$100 or more per day), and a checkbox for agreeing to state park rules. A green banner states: 'To avoid duplicate charges, please click [Complete Reservation] only once. It may take up to 5 minutes for your credit card to be processed.' A red callout box says: 'Reservation is not complete until you press "Complete Reservation" button below.' At the bottom, there are three buttons: '<< Previous (Payment Information)', 'Complete Reservation >>', and 'Cancel and Exit'. Below the buttons, a note states: 'Please note that your credit card will be charged once you press the "Complete Reservation" button.' The footer includes a Trustwave TrustedCommerce logo and a note 'powered by active NETWORK (Infospherix)'. A link to the 'TPWD privacy policy' is also present.

File Edit View History Bookmarks Tools Help

Reservation Summary x +

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TEXAS PARKS & WILDLIFE

Texas State Parks | Online Reservations

LOG OFF RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Welcome S P

advance notification is received.

Group Facilities of \$100 or more per day -
If more than 60 days from day of arrival - Refund will be given minus a \$25 administrative fee per site plus any reservation charges. If less than 60 days

☒ I have read, understood, and agree to comply with all [State Parks rules and regulations](#). I also agree that any noncompliance may result in my camping privileges being revoked.

If you encounter any problems after clicking on the "**Complete Reservation**" button below (i.e. error messages, timeout message), contact the Call Center at 512-389-8900 to verify your reservation. Do not attempt to make additional reservations.

To avoid duplicate charges, please click [Complete Reservation] only once. It may take up to 5 minutes for your credit card to be processed.

Reservation is not complete until you press "Complete Reservation" button below.

<< Previous (Payment Information) Complete Reservation >> Cancel and Exit

The table shown below gives you the details of your payment

Please note that your credit card will be charged once you press the "Complete Reservation" button.

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TPWD privacy policy

Complete Reservation – Summary portion of page

Portion of screen below “Complete Reservation” button which verifies amount to be charged.

The screenshot shows a web browser window with the title "Reservation Summary". The page header includes the Texas State Parks logo and the text "Texas State Parks | Online Reservations". A navigation bar contains links: LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US. Below the navigation bar, a "Welcome S P" message is displayed. The main content area is divided into two columns. The left column, titled "Charges Summary", shows a Subtotal of \$420.00 and Taxes of \$0.00, with a Reservation Total* of \$420.00. The right column, titled "Payment Method", shows a Card Type of Visa, Credit Card # of XXXX XXXX XXXX 0060, and Expiration Date of 12 / 2015, with an Amount To Be Charged of \$60.00. Below these columns is a "Reservation Summary" table. The table has two main sections: "Reservation Details" and "Reservation Total". The "Reservation Details" section lists: Park: GUADALUPE RIVER SP, Campground: GUADALUPE RIVER CAMPSITES, Equipment: 1 Tent, Arrival Date: 10/11/2015, #Nights: 7, and Site Name: ELECTRIC & WATER CAMPSITE. The "Reservation Total" section shows a Subtotal of \$140.00, Taxes of \$0.00, and a TOTAL of \$140.00. At the bottom of the page, there is a "powered by active NETWORK (Infospherix)" logo and a "TPWD privacy policy" link. A Trustwave TrustedCommerce logo is also present.

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Reservation Summary x +

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TEXAS PARKS & WILDLIFE

Texas State Parks | Online Reservations

LOG OFF RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Welcome S P

Charges Summary	
Subtotal :	\$420.00
Taxes :	\$0.00
Reservation Total* : \$420.00	

Payment Method	
Card Type :	Visa
Credit Card # :	XXXX XXXX XXXX 0060
Expiration Date :	12 / 2015
Amount To Be Charged : \$60.00	

Reservation Summary		
#	Reservation Details	Reservation Total
1	Park : GUADALUPE RIVER SP Campground : GUADALUPE RIVER CAMPSITES Equipment : 1 Tent Arrival Date : 10/11/2015 #Nights : 7 Site Name : ELECTRIC & WATER CAMPSITE	Subtotal : \$140.00 Taxes : \$0.00 TOTAL : \$140.00

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Complete Reservation - Processing

“Processing” may display for up to 10 seconds. If system returns an error it will be displayed in area of red box.

File Edit View History Bookmarks Tools Help

Connecting...

Search

TEXAS PARKS & WILDLIFE Texas State Parks | Online Reservations

LOG OFF RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Welcome S P

Credit Card Processing errors (PGRS, CVV Mismatch, DO NOT HONOR, Invalid Credit Card #, etc) will display in this area.

advance notification is received.

Group Facilities of \$100 or more per day -
If more than 60 days from day of arrival - Refund will be given minus a \$25 administrative fee per site plus any reservation charges. If less than 60 days

☒ I have read, understood, and agree to comply with all [State Parks rules and regulations](#) I also agree that any noncompliance may result in my camping privileges being revoked.

If you encounter any problems after clicking on the **"Complete Reservation"** button below (i.e. error messages, timeout message), contact the Call Center at 512-389-8900 to verify your reservation. Do not attempt to make additional reservations.

To avoid duplicate charges, please click [Complete Reservation] only once. It may take up to 5 minutes for your credit card to be processed.

Reservation is not complete until you press "Complete Reservation" button below.

<< Previous (Payment Information) Processing. Please wait.. **Cancel and Exit**

The table shown below gives you the details of your payment.

Please note that your credit card will be charged once you press the "Complete Reservation" button.

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Waiting for txpub.uat.infospherix.com... IPWD privacy policy

Reservation Confirmation

Upper portion of Reservation Confirmation screen. Scroll down to see other details.

File Edit View History Bookmarks Tools Help

Reservation Confirmation x +

Search

TEXAS
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WILDLIFE

Texas State Parks | Online Reservations

LOG OFF RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Thank you for planning to visit Texas State Parks.

[Print](#)

An e-mail confirming the information below has been sent to you. Please note that the Email may be sent to your junk mailbox or blocked from reaching you by the spam scanner of your email provider. Set your email to accept messages from TXWEB-PROD@infospherix.com. If you do not receive the e-mail within one hour please use the CONTACT US link above to let us know about this problem. Any attempt to make another reservation may result in duplicate charges or reservations. [Continue Shopping](#)

Reservation Confirmation		
#	Reservation Details	Reservation Total
1	Reservation ID : 11420024 Park : GUADALUPE RIVER SP Campground : GUADALUPE RIVER CAMPSITES Equipment : 1 Tent Arrival Date : 10/11/2015 #Nights : 7 Site Name : ELECTRIC & WATER CAMPSITE # Person(s) : 3 Occupant : Rate : \$20.00 Click here for Rate Details	Subtotal : \$140.00 Taxes : \$0.00 <hr/> TOTAL : \$140.00
2	Reservation ID : 11420025 Park : GUADALUPE RIVER SP Campground : GUADALUPE RIVER CAMPSITES Equipment : 1 Tent Arrival Date : 10/11/2015 #Nights : 7	Subtotal : \$140.00 Taxes : \$0.00 <hr/> TOTAL : \$140.00

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Reservation Confirmation

Lower portion of Reservation Confirmation screen that verifies the charges.

File Edit View History Bookmarks Tools Help

Reservation Confirmation x +

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PARKS &
WILDLIFE

Texas State Parks | Online Reservations

LOG OFF RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

3	<p>Site Name : PRIMITIVE WALK N # Person(s) : 3 Occupant : Rate : \$20.00 Click here for Rate Details</p> <p>Reservation ID : 11420026 Park : GUADALUPE RIVER SP Campground : GUADALUPE RIVER CAMPSITES Equipment : 1 Tent Arrival Date : 10/11/2015 #Nights : 7 Site Name : PRIMITIVE WALK N # Person(s) : 3 Occupant : Rate : \$20.00 Click here for Rate Details</p>	<p>Subtotal : \$140.00 Taxes : \$0.00</p> <hr/> <p>TOTAL : \$140.00</p>
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Charges Summary	Payment Method
<p>Subtotal : \$420.00 Taxes : \$0.00</p> <hr/> <p>Reservation Total* : \$420.00</p>	<p>Card Type : Visa Credit Card # : XXXX XXXX XXXX 0060 Expiration Date : 12 / 2015</p> <hr/> <p>Amount To Be Charged : \$60.00</p>

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